REPORT ON ANNUAL AND FINANCIAL REPORTS 2017-2018

STANDING COMMITTEE ON ECONOMIC DEVELOPMENT AND TOURISM

FEBRUARY 2019

REPORT 5

THE COMMITTEE

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RESOLUTION OF APPOINTMENT

On 13 December 2016 the ACT Legislative Assembly (the Assembly) agreed by resolution to establish legislative and general purpose standing committees to inquire into and report on matters referred to them by the Assembly or matters that are considered by the committees to be of concern to the community, including:

> (g) a Standing Committee on Economic Development and Tourism to examine matters relating to economic and business development, small business, tourism, market and regulatory reform, public sector management, taxation and revenue, procurement, regional development, international trade, skills development and employment creation, and technology, arts and culture.[1]

The Assembly agreed that each committee shall have power to consider and make use of the evidence and records of the relevant standing committees appointed during the previous Assembly.

TERMS OF REFERENCE

At its meeting on Thursday, 25 October 2018, the Assembly passed the following resolution:
(1) the annual and financial reports for the financial year 2017-2018 and for the calendar year 2017 presented to the Assembly pursuant to the *Annual Reports (Government Agencies) Act 2004* stand referred to the standing committees, on presentation, in accordance with the schedule below;

(2) the annual report of ACT Policing stands referred to the Standing Committee on Justice and Community Safety;

(3) notwithstanding standing order 229, only one standing committee may meet for the consideration of the inquiry into the calendar years 2017 and financial year 2017-2018 annual and financial reports at any given time;

(4) standing committees are to report to the Assembly on financial year reports by the last sitting day in March 2019, and on calendar year reports for 2017 by the last sitting day in March 2019;

(5) if the Assembly is not sitting when a standing committee has completed its inquiry, a committee may send its report to the Speaker or, in the absence of the Speaker, to the Deputy Speaker, who is authorised to give directions for its printing, publishing and circulation; and

(6) the forgoing provisions of this resolution have effect notwithstanding anything contained in the standing orders.

[1] Legislative Assembly for the ACT, Minutes of Proceedings No. 2, 13 December 2016, pp. 13-16, accessible at http://www.parliament.act.gov.au/in-the-assembly/minutes_of_proceedings.

Annual Report (in alphabetical order)	Reporting area	Ministerial Portfolio(s)	Standing Committee
Chief Minister, Treasury and Economic Development Directorate	Infrastructure Finance	Treasurer	Economic Development and Tourism
Chief Minister, Treasury and Economic Development Directorate	Capital Works	Treasurer	Economic Development and Tourism
Chief Minister, Treasury and Economic Development Directorate	Venues	Treasurer	Economic Development and Tourism
Chief Minister, Treasury and Economic Development Directorate	Government Accommodation and Property Services	Treasurer	Economic Development and Tourism
Chief Minister, Treasury and Economic Development Directorate	Director of Territory Records	Chief Minister	Economic Development and Tourism
Chief Minister, Treasury and Economic Development Directorate	ACT Executive	Chief Minister	Economic Development and Tourism
Chief Minister, Treasury and Economic Development Directorate	Digital Strategy	Chief Minister	Economic Development and Tourism
Chief Minister, Treasury and Economic Development Directorate	Government Policy Reform	Chief Minister	Economic Development and Tourism
Chief Minister, Treasury and Economic Development Directorate	Coordinated Communication and Community Engagement	Chief Minister	Economic Development and Tourism
Chief Minister, Treasury and Economic Development Directorate	Innovation, Trade and Investment	Minister for Trade, Industry and Investment	Economic Development and Tourism

Annual Report (in alphabetical order)	Reporting area	Ministerial Portfolio(s)	Standing Committee
Chief Minister, Treasury and Economic Development Directorate	VisitCanberra	Minister for Tourism and Special Events	Economic Development and Tourism
Chief Minister, Treasury and Economic Development Directorate	Events	Minister for Tourism and Special Events	Economic Development and Tourism
Chief Minister, Treasury and Economic Development Directorate	ACT Government Procurement Board	Minister for Government Services and Procurement	Economic Development and Tourism
Chief Minister, Treasury and Economic Development Directorate	Procurement ACT	Minister for Government Services and Procurement	Economic Development and Tourism
Chief Minister, Treasury and Economic Development Directorate	ACT Construction Occupations	Minister for Building Quality Improvement	Economic Development and Tourism
Chief Minister, Treasury and Economic Development Directorate	Access Canberra	Minister for Business and Regulatory Services	Economic Development and Tourism
Chief Minister, Treasury and Economic Development Directorate	Community Facilities – including property services and charging policy	Minister for Community Services and Facilities	Economic Development and Tourism
Chief Minister, Treasury and Economic Development Directorate	Arts Engagement	Minister for the Arts and Cultural Events	Economic Development and Tourism
Cultural Facilities Corporation		Minister for the Arts and Cultural Events	Economic Development and Tourism

ACRONYMS

CMAG	Canberra Museum and Gallery
CMTEDD	Chief Minister, Treasury and Economic Development Directorate
EPSDD	Environment, Planning and Sustainable Development Directorate
NCA	National Capital Authority
NSW	New South Wales

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RECOMMENDATIONS

RECOMMENDATION 1

3.9 The Committee recommends that the ACT Government continue to work with the NSW and Commonwealth governments on improvements to the Sydney to Canberra rail link and that the Chief Minister update the Assembly on progress by the last sitting date in August 2018.

RECOMMENDATION 2

3.19 The Committee recommends that annual expenditure on the Creative Services Panel be reported on in the Chief Minister, Treasury and Economic Development Directorate annual report.

RECOMMENDATION 3

3.28 The Committee recommends that Access Canberra seek to improve their communication around the expected timeframe for action on logged jobs and provide the public with updates on occasions when those timeframes will not be met.

RECOMMENDATION 4

3.32 The Committee recommends that Access Canberra consider introducing a cooldown period between class C builder's licence applications, to increase that chance that failed applicants take time to improve their skills.

RECOMMENDATION 5

3.37 The Committee recommends that ACT Property Group compile and publish a list of all community facilities available for event hire, including details of how to contact the relevant group managing bookings.

1 INTRODUCTION

1.1 On 25 October 2018, the Assembly referred the annual and financial reports for the calendar year 2017 and the financial year 2017-2018 to Assembly committees for report by the last sitting day in March 2019, in accordance with a schedule. The reports were presented to the Assembly pursuant to the Annual Reports (Government Agencies) Act 2004.

1.2 The following sections of the Chief Minister, Treasury and Economic Development Directorate annual report were referred to the Standing Committee on Economic Development and Tourism (the Committee):

- Infrastructure finance;
- Capital works;
- Venues;
- Government accommodation and property services;
- Director of Territory Records;
- ACT Executive;
- Digital strategy;
- Government policy reform;
- Coordinated communication and community engagement;
- Innovation, trade and investment;
- VisitCanberra;
- Events;
- ACT Government Procurement Board;
- Procurement ACT;
- ACT Construction Occupations;
- Access Canberra;
- Community facilities – including property services and charging policy; and
- Arts engagement.

1.3 The annual report of the Cultural Facilities Corporation was also referred to the Committee.

CONDUCT OF THE INQUIRY

1.4 The Committee held two public hearings on 5 and 7 November 2018. At these hearings, the Committee heard evidence from 34 witnesses. Full details of witnesses who appeared are available in Appendix A of this report. Transcripts from the hearings are available at http://www.hansard.act.gov.au/hansard/2017/comms/default.htm#economic.

1.5 A total of 26 questions were taken on notice during the public hearings and 48 questions were placed on notice after the hearings. Please refer to Appendix B for a list of the questions. Answers to the questions are provided on the inquiry webpage: https://www.parliament.act.gov.au/in-committees/standing-committees-current-assembly/standing-committee-on-economic-development-and-tourism/inquiry-into-annual-and-financial-reports-2017-2018/answers-to-qons-and-qtons.

1.6 Most responses to questions taken on notice at public hearings were received promptly. The Committee would like to thank Ministers and directorate staff for their prompt return of responses. References to questions taken on notice are included throughout this report in footnotes.

STRUCTURE OF THE REPORT

1.7 This report presents a summary of the Committee's inquiry into the annual reports material listed in paragraph 1.2. In developing this report, the Committee has primarily focused on the issues that were raised at public hearings.

1.8 The structure of this report is as follows:

- Chapter 1: Introduction
- Chapter 2: Annual reporting requirements
- Chapter 3: Chief Minister, Treasury and Economic Development Directorate
- Chapter 4: Conclusion

ACKNOWLEDGEMENTS

1.9 The Committee thanks relevant ACT Government Ministers and accompanying directorate officials for providing their time and expertise as witnesses at its annual reports hearings.

2 ANNUAL REPORTING REQUIREMENTS

2.1 The *Annual Reports (Government Agencies) Act 2004* sets the framework for annual reporting across the ACT public sector. In accordance with the *Annual Reports (Government Agencies) Act 2004*, the Annual Reports Directions (the Directions) are issued annually to outline agency reporting requirements.

2.2 As specified in the Directions, annual reports are 'reports from agency heads to their responsible Minister, the Legislative Assembly and the public'. Annual reports enable agencies to provide an account of their performance, through Ministers, to the Legislative Assembly and the wider community.

2.3 The Directions state that an effective annual report will:

- provide clear information about the directorate/public sector body's purpose, priorities, outputs and achievements;
- focus on results and outcomes, communicate the success or shortfalls of the directorate/public sector body's activities in pursuing government objectives in the reporting year, while accounting for the resources used in the process and explaining changes in performance over time;
- discuss results against expectations, provide sufficient information and analysis for the Legislative Assembly and community to make a fully informed judgment on a directorate/public sector body's performance;
- clearly identify any changes to structures or functions of the directorate/public sector body in the reporting period;
- report on directorate/public sector body financial and operational performance and clearly link this with budgeted priorities and financial projections as set out in annual Budget Estimate Papers and the entity Statement of Intent and Corporate Plan;
- provide performance information that is complete and informative, linking costs and results to provide evidence of value for money;
- discuss risks and environmental factors affecting the directorate/public sector body's ability to achieve objectives including any strategies employed to manage these factors, and forecast future needs and expectations;
- recognise the diverse needs and backgrounds of stakeholder groups and present information in a manner that is useful to the maximum number of users while maintaining a suitable level of detail; and
- comply with legislative reporting requirements including the Annual Reports Act and the Directions.

2.4 Annual reports are public documents and available for use by stakeholders, including educational and research institutions, and the broader community. They provide a valuable tool for public reporting, accountability and transparency.

TIMING AND PRESENTATION OF REPORTS

2.5 The Annual Report Directions for 2017-18 (dated 30 May 2017 and tabled in the Assembly on 8 June 2018) required annual reports to be presented to the responsible Minister before the close of business on Friday 5 October 2018. Unless an extension of time was granted under section 14 of the Act, annual reports were required to be given to the Speaker's Office by the close of business on Friday 12 October 2018.

2.6 All reports examined by the Committee were presented to the Speaker by the required date.

3 CHIEF MINISTER, TREASURY AND ECONOMIC DEVELOPMENT DIRECTORATE

3.1 From 1 July 2017, under new Administrative Arrangements, the Directorate moved to two streams:

the Chief Minister stream, headed by the Director-General CMTEDD, comprising the following functions:

- Office of the Head of Service;
- Policy and Cabinet;
- Strategic Finance;
- Communications and Engagement;
- Enterprise Canberra;
- Workforce Capability and Governance;
- Access Canberra;
- Corporate; and
- Office of the Chief Digital Officer.

the Treasury stream, headed by the Under Treasurer, which comprises two sub-streams:

- Economic, Budget and Industrial Relations, headed by the Deputy Under Treasurer, comprising the following functions:
  - Finance and Budget;
  - Revenue Management;
  - Workplace Safety and industrial Relations; and
  - Economic and Financial Policy Group.
- Commercial Services and Infrastructure, headed by the Deputy Under Treasurer, comprising the following functions:
  - Shared Services;
  - Infrastructure Finance;
  - Procurement and Special Projects;
  - Procurement, Property and Venues; and
  - ACT Insurance Authority (ACTIA).

3.2 On 5 and 7 November 2018, the Committee examined the following areas of CMTEDD's 2017-18 Annual Report

- Infrastructure finance;
- Capital works;

- Venues;
- Government accommodation and property services;
- Director of Territory Records;
- ACT Executive;
- Digital strategy;
- Government policy reform;
- Coordinated communication and community engagement;
- Innovation, trade and investment;
- VisitCanberra;
- Events;
- ACT Government Procurement Board;
- Procurement ACT;
- ACT Construction Occupations;
- Access Canberra;
- Community facilities – including property services and charging policy; and
- Arts engagement.

3.3 Other areas of the CMTEDD report were considered by other standing committees.

3.4 As part of its examination of arts engagement and venues the Committee also examined the report of the Cultural Facilities Corporation.

INFRASTRUCTURE FINANCE AND CAPITAL WORKS

3.5 The Committee discussed the following issues:

- Gundaroo Drive upgrade;[2]
- Canberra to Sydney rail line upgrade;[3] and
- Light rail.[4]

CANBERRA TO SYDNEY RAIL LINE

3.6 The Committee asked about plans to upgrade the Canberra to Sydney rail line in line of the failure of the business case in securing funding from the Commonwealth. The Chief Minister

[2] *Transcript of Evidence*, 5 November 2019, pp. 1-3.
[3] *Transcript of Evidence*, 5 November 2019, pp. 3-6.
[4] *Transcript of Evidence*, 5 November 2019, pp. 11-16.

informed the Committee that both sides of NSW politics had committed to progressing the project. Proceeds from the sale of the NSW share of the Snowy Hydro scheme has been identified as a source of funding. With the rolling stock for CountryLink services nearing its end of economic life the NSW Government has committed to purchasing new trains. The 2019 Federal Election may see commitments for federal funding towards the project.[5]

3.7 The Chief Minister noted that any improvement in transport connectivity would benefit both the ACT and the wider Canberra region. In comparison to sections of the NSW line, the ACT section of the tracks is in good order. An improved rail service would, in the longer term, require improvements to Canberra railway station.[6]

COMMITTEE COMMENT

3.8 The Committee notes the potential benefits to Canberra and the region from an improved rail link and looks forward to the issue being further pursued after the federal and NSW elections later this year.

Recommendation 1

3.9 The Committee recommends that the ACT Government continue to work with the NSW and Commonwealth governments on improvements to the Sydney to Canberra rail link and that the Chief Minister update the Assembly on progress by the last sitting date in August 2018.

VENUES

3.10 The Committee discussed the following issues:

- Manuka Oval media centre;[7]
- Declining crowd attendance;[8]
- Prime Minister's XI;[9] and
- Stadium infrastructure renewal.[10]

[5] *Transcript of Evidence*, 5 November 2019, pp. 3-4.
[6] *Transcript of Evidence*, 5 November 2019, p. 5.
[7] *Transcript of Evidence*, 5 November 2019, pp. 6-7.
[8] *Transcript of Evidence*, 5 November 2019, pp. 7-9.
[9] *Transcript of Evidence*, 5 November 2019, pp. 8-9.
[10] *Transcript of Evidence*, 5 November 2019, pp. 9-11.

GOVERNMENT POLICY REFORM

3.11 The Committee discussed the following issues:

- Land Title Act review;[11]
- Population growth;[12] and
- Service delivery for Norfolk Island.[13]

SERVICE DELIVERY FOR NORFOLK ISLAND

3.12 The Committee asked about the Commonwealth proposal for the ACT to take over service delivery on Norfolk Island. The Chief Minister noted that after initial engagement with the Commonwealth there had been no follow-up since Mr Turnbull ceased to be Prime Minister. The Chief Minister indicated that it was highly unlikely that the ACT would become involved. The ACT Government intended to continue to engage with the Commonwealth but there were clear issues including:

- Whether such an arrangement would have the support of Norfolk Islanders;
- The lack of direct aviation access;
- The need for all costs to be met by the Commonwealth so that ACT taxpayers were not out of pocket.[14]

3.13 The Chief Minister noted that current service delivery arrangements with New South Wales continue into the 2020s so it was not an issue that needed immediate resolution.[15]

COMMITTEE COMMENT

3.14 The Committee notes the Chief Minister's comments and agrees that such an arrangement should only proceed with the support of Norfolk Islanders and cross-party support both federally and in the ACT.

COORDINATED COMMUNICATIONS AND COMMUNITY ENGAGEMENT

3.15 The Committee discussed the following issues:

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[11] *Transcript of Evidence*, 5 November 2019, pp. 16, 28.
[12] *Transcript of Evidence*, 5 November 2019, pp. 16-18.
[13] *Transcript of Evidence*, 5 November 2019, pp. 18-21.
[14] *Transcript of Evidence*, 5 November 2019, pp. 18-20.
[15] *Transcript of Evidence*, 5 November 2019, p. 21.

- Deliberative democracy;[16]
- Whole of Government communication strategy;[17]
- Your Say website;[18] and
- Creative services panel.[19]

CREATIVE SERVICES PANEL

3.16 The Committee asked about the Whole of Government Creative Services panel which is listed in the contracts register with a value of $50 million. The Committee was informed that the panel covers providers of marketing, advertising, production, communications and engagement, photography and video, digital and graphic design. The panel has been in place since October 2017 but an additional category, media placement, was added in August 2018. The contract for the panel is six years long and the addition of the media placement category saw its value rise from $30 million to $50 million. The value indicates an authorised cap for expenditure and not actual expenditure incurred. In its first year of operation $1.9 million of work was placed through the panel.[20]

3.17 Providers go through a process to qualify for the panel. Individual agencies lodge requests for work from the panel, using funds within their own budgets. The Committee was informed that the amounts spent on individual contracts was often quite low, in the $1,000-$2,000 range.[21]

COMMITTEE COMMENT

3.18 The Committee notes the advice that there will be a review of the panel now it has been operating for over a year.[22] Given the value of the panel contract covers six years the Committee believes that it would be helpful to have the annual expenditure under the panel included in annual reporting.

Recommendation 2

3.19 The Committee recommends that annual expenditure on the Creative Services Panel be reported on in the Chief Minister, Treasury and Economic Development Directorate annual report.

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[16] *Transcript of Evidence*, 5 November 2019, pp. 21-24.
[17] *Transcript of Evidence*, 5 November 2019, pp. 23-24.
[18] *Transcript of Evidence*, 5 November 2019, p. 24.
[19] *Transcript of Evidence*, 5 November 2019, pp. 24-27.
[20] *Answer to Questions Taken on Notice 11, 12, 13*, 5 November 2018.
[21] *Transcript of Evidence*, 5 November 2019, pp. 26-27.
[22] *Transcript of Evidence*, 5 November 2019, p. 27.

INNOVATION TRADE AND INVESTMENT

3.20 The Committee discussed the following issues:

- Commissioner for International Engagement;[23]
- Australian Space Agency;[24]
- Economic diversification and the Chinese economy;[25]
- Engagement with Indonesia and Korea;[26]
- Energy sector exports;[27]
- Trade Connect grants;[28]
- Innovation and Development Fund and Innovation Connect;[29]
- Health innovation;[30] and
- Hotels.[31]

VISIT CANBERRA

3.21 The Committee discussed the following issues:

- *Lonely Planet* and tourism marketing;[32]
- Target markets for tourism advertising;[33]
- Visitor numbers and spend;[34]
- Canberrans' awareness of *Lonely Planet* accolade;[35]
- Domestic aviation opportunities;[36]
- Support for Chinese tourism;[37]
- "One good thing after another" campaign;[38] and

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[23] *Transcript of Evidence*, 5 November 2019, pp. 29-30.
[24] *Transcript of Evidence*, 5 November 2019, pp. 30-32.
[25] *Transcript of Evidence*, 5 November 2019, p. 33.
[26] *Transcript of Evidence*, 5 November 2019, p. 34.
[27] *Transcript of Evidence*, 5 November 2019, pp. 34-35.
[28] *Transcript of Evidence*, 5 November 2019, pp. 35-37.
[29] *Transcript of Evidence*, 5 November 2019, pp. 37-39.
[30] *Transcript of Evidence*, 5 November 2019, pp. 39-41.
[31] *Transcript of Evidence*, 5 November 2019, pp. 41-42.
[32] *Transcript of Evidence*, 5 November 2019, pp. 42-45.
[33] *Transcript of Evidence*, 7 November 2019, pp. 45-47.
[34] *Transcript of Evidence*, 7 November 2019, pp. 47-48.
[35] *Transcript of Evidence*, 7 November 2019, p. 48.
[36] *Transcript of Evidence*, 7 November 2019, pp. 48-49.
[37] *Transcript of Evidence*, 7 November 2019, pp. 49-51.
[38] *Transcript of Evidence*, 7 November 2019, pp. 55-57.

- Accommodation mix.[39]

EVENTS ACT

3.22 The Committee discussed the following issues:

- Floriade budget;[40]
- Floriade attendance and satisfaction;[41]
- Events on NCA land;[42] and
- Events moving to Queanbeyan.[43]

ACT GOVERNMENT PROCUREMENT BOARD AND PROCUREMENT ACT

3.23 The Committee discussed the following issues:

- Government Procurement (Secure Local Jobs) Amendment Bill 2018;[44]
- Aboriginal and Torres Strait Islander procurement;[45]
- Sustainable procurement policy;[46]
- Contractor Central;[47]
- ACT Government Procurement Board and interaction with agencies;[48] and
- Riverview development.[49]

ACCESS CANBERRA

3.24 The Committee discussed Access Canberra's functions. This discussion at times touched on matters contained in the Environment, Planning and Sustainable Development Directorate annual report.

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[39] *Transcript of Evidence*, 7 November 2019, pp. 57-58.
[40] *Transcript of Evidence*, 7 November 2019, pp. 51-53.
[41] *Transcript of Evidence*, 7 November 2019, pp. 53-55.
[42] *Transcript of Evidence*, 7 November 2019, pp. 58-59.
[43] *Transcript of Evidence*, 7 November 2019, pp. 58-60.
[44] *Transcript of Evidence*, 7 November 2019, pp. 61-63.
[45] *Transcript of Evidence*, 7 November 2019, pp. 63-64, 66.
[46] *Transcript of Evidence*, 7 November 2019, pp. 64-66.
[47] *Transcript of Evidence*, 7 November 2019, pp. 67-68.
[48] *Transcript of Evidence*, 7 November 2019, pp. 68-74.
[49] *Transcript of Evidence*, 7 November 2019, pp. 69-70, 73.

3.25 The Committee discussed the following issues:

- Customer satisfaction with contact centre;[50]
- Chat function;[51]
- Feedback at service centres;[52]
- Rapid regulatory response team;[53]
- Data on building complaints;[54]
- Construction documentation requirements;[55]
- Administrative and Civil Appeals Tribunal cases;[56]
- Worksafe inspections;[57]
- Building industry regulatory reform;[58]
- Occupational registration for architects;[59]
- Fix My Street;[60]
- Online birth registration;[61]
- Class C builders examination;[62]
- Construction audit team;[63]
- Building hoardings;[64]
- Energy efficiency disclosure system review;[65] and
- EPSDD staff profile.[66]

FIX MY STREET

3.26 The Committee asked about customer satisfaction with Fix my Street. The Committee was informed that there have been a range of improvements to Fix my Street over recent years, including allowing customers to view jobs that have already been raised. Officials noted that

[50] *Transcript of Evidence*, 7 November 2019, pp. 88-90.
[51] *Transcript of Evidence*, 7 November 2019, p. 90.
[52] *Transcript of Evidence*, 7 November 2019, pp. 90-91.
[53] *Transcript of Evidence*, 7 November 2019, pp. 91-94, 96-98.
[54] *Transcript of Evidence*, 7 November 2019, pp. 94-95.
[55] *Transcript of Evidence*, 7 November 2019, pp. 95-96.
[56] *Transcript of Evidence*, 7 November 2019, pp. 98-99.
[57] *Transcript of Evidence*, 7 November 2019, p. 99.
[58] *Transcript of Evidence*, 7 November 2019, pp. 99-101.
[59] *Transcript of Evidence*, 7 November 2019, pp. 102-103.
[60] *Transcript of Evidence*, 7 November 2019, pp. 103-107.
[61] *Transcript of Evidence*, 7 November 2019, p. 107.
[62] *Transcript of Evidence*, 7 November 2019, pp. 107-110.
[63] *Transcript of Evidence*, 7 November 2019, pp. 110-111.
[64] *Transcript of Evidence*, 7 November 2019, pp. 111-113.
[65] *Transcript of Evidence*, 7 November 2019, pp. 113-114.
[66] *Transcript of Evidence*, 7 November 2019, p. 114.

feedback from the public highlighted the importance to customers of receiving updates on the work resulting from their engagement. Current work is focussed on linking the front-end Fix my Street system with the back-end system where jobs are managed to supply automatic responses to customers.

COMMITTEE COMMENT

3.27 The Committee notes concern from members of the public about a lack of updates from Fix my Street on whether a job is progressing or has been delayed. The Committee acknowledges that individual directorates rather than Access Canberra may have information on job progress but encourages the ACT Government to investigate ways of improving the information flow so that the public is not left wondering whether their issues are being progressed.

Recommendation 3

3.28 The Committee recommends that Access Canberra seek to improve their communication around the expected timeframe for action on logged jobs and provide the public with updates on occasions when those timeframes will not be met.

CLASS C BUILDER'S EXAMINATION

3.29 The Committee asked about the Class C builder's examination. The Committee was informed that the current system allowed builders to apply for a licence and sit the exam and if they fail to sit the exam for a second time under the one application fee. If the exam is failed on a second occasion the licence is refused. There is about a 50 per cent failure rate on the first sitting of the exam, and about 50 per cent of those who resit fail on the second attempt.[67] The decision to allow two attempts based on a single fee was based on applicants being unfamiliar with examinations and failing through nervousness rather than a lack of knowledge.[68]

3.30 Officials indicated that they believed there was a decline in applications being made immediately upon eligibility and that prospective applicants were taking more time to prepare themselves.[69]

COMMITTEE COMMENT

3.31 The Committee notes that there is no cool down period between failing the second attempt at the exam and being able to make another application for a licence.

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[67] *Transcript of Evidence*, 7 November 2019, p. 108.
[68] *Transcript of Evidence*, 7 November 2019, p. 110.
[69] *Transcript of Evidence*, 7 November 2019, p. 108.

Recommendation 4

3.32 The Committee recommends that Access Canberra consider introducing a cooldown period between class C builder's licence applications, to increase that chance that failed applicants take time to improve their skills.

ARTS ENGAGEMENT AND CULTURAL FACILITIES CORPORATION

3.33 The Committee discussed the following issues:

- Canberra Theatre upgrade;[70]
- Pop-up Gungahlin and Woden arts festivals;[71]
- Implementation of recommendations from Auditor-General on public art;[72]
- Support for live music;[73]
- Music H-course;[74]
- CMAG renovations;[75]
- Belconnen Arts Centre stage 2;[76]
- Impact of nearby construction on Canberra Theatre;[77]
- Kingston Arts Precinct;[78]
- Minister's Creative Council;[79]
- Aboriginal and Torres Strait Islander Arts Action Plan;[80]
- Arts funding plan;[81]
- Arts residencies funding;[82]

[70] *Transcript of Evidence*, 7 November 2019, pp. 115-117.
[71] *Transcript of Evidence*, 7 November 2019, pp. 117-120.
[72] *Transcript of Evidence*, 7 November 2019, pp. 120-121.
[73] *Transcript of Evidence*, 7 November 2019, p. 121.
[74] *Transcript of Evidence*, 7 November 2019, p. 121.
[75] *Transcript of Evidence*, 7 November 2019, pp. 121-122.
[76] *Transcript of Evidence*, 7 November 2019, p. 122.
[77] *Transcript of Evidence*, 7 November 2019, pp. 122-124.
[78] *Transcript of Evidence*, 7 November 2019, pp. 124-125.
[79] *Transcript of Evidence*, 7 November 2019, pp.125-127.
[80] *Transcript of Evidence*, 7 November 2019, pp. 127-128.
[81] *Transcript of Evidence*, 7 November 2019, pp. 128-129.
[82] *Transcript of Evidence*, 7 November 2019, p. 129.

- Entertainment precincts;[83] and
- Energy efficiency upgrades to arts facilities.[84]

COMMUNITY FACILITIES

3.34 The Committee discussed the following issues:

- Tjillari Justice Aboriginal Corporation facilities;[85]
- Ahmadiyya Muslim Association mosque site;[86]
- Woden's future community facility;[87]
- List of community facilities;[88]
- Fees for hire of community facilities;[89]
- Availability of community spaces for lease;[90]
- ACT Disability, Aged and Carer Advocacy Service facility;[91]
- Weston Rape Crisis Centre facility;[92]
- Peppercorn rent for community groups;[93] and
- Booking system.[94]

BOOKING COMMUNITY FACILITIES

3.35 The Committee inquired whether there was a comprehensive list of community facilities available for booking for events and meetings. The Committee was informed that most venues were available through the Access Canberra website but that there are some other venues, such as community halls, that are managed by community groups.[95] There is no centralised booking system for community facilities.[96]

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[83] *Transcript of Evidence*, 7 November 2019, pp. 129-130.
[84] *Transcript of Evidence*, 7 November 2019, p. 130.
[85] *Transcript of Evidence*, 7 November 2019, p. 75.
[86] *Transcript of Evidence*, 7 November 2019, pp. 75-76.
[87] *Transcript of Evidence*, 7 November 2019, pp. 76-81.
[88] *Transcript of Evidence*, 7 November 2019, pp. 81-82.
[89] *Transcript of Evidence*, 7 November 2019, pp. 82-83.
[90] *Transcript of Evidence*, 7 November 2019, pp. 82-83.
[91] *Transcript of Evidence*, 7 November 2019, pp.83-84.
[92] *Transcript of Evidence*, 7 November 2019, p. 84.
[93] *Transcript of Evidence*, 7 November 2019, pp. 84-86.
[94] *Transcript of Evidence*, 7 November 2019, pp. 86-87.
[95] *Transcript of Evidence*, 7 November 2019, pp. 81-82.
[96] *Transcript of Evidence*, 7 November 2019, p. 86.

COMMITTEE COMMENT

3.36 Members of the public are unlikely to know whether a particular community facility is managed by ACT Property Group, another directorate or a community group. The Committee believes that a centralised booking facility would be ideal but even a comprehensive list of all community facilities available for event hire would be an improvement.

Recommendation 5

3.37 The Committee recommends that ACT Property Group compile and publish a list of all community facilities available for event hire, including details of how to contact the relevant group managing bookings.

4 CONCLUSION

4.1 The Committee has made five recommendations in this report relating to CMTEDD.

4.2 The Committee would like to thank ACT Government Ministers and directorate officials for their contribution to this inquiry and for their timely return of answers to questions taken on notice.

Jeremy Hanson MLA

Chair

7 February 2019

APPENDIX A - WITNESSES

MONDAY 5 NOVEMBER 2018

- Mr Andrew Barr, Chief Minister, Treasurer, Minister for Tourism and Special Events and Minister for Trade, Industry and Investment;
- Mr David Nicol, Under-Treasurer, CMTEDD;
- Mr George Tomlins, Acting Executive Director, Infrastructure Finance and Capital Works, Commercial Services and Infrastructure, CMTEDD;
- Ms Liz Clarke, Director, Venues Canberra, Property and Venues, Commercial Services and Infrastructure, CMTEDD;
- Mr David Asteraki, Director Infrastructure Finance and Reform, Infrastructure Finance and Capital Works, Commercial Services and Infrastructure, CMTEDD;
- Ms Leesa Croke, Deputy Director General, Policy and Cabinet, CMTEDD;
- Ms Anita Perkins, Executive Director, Communications, CMTEDD;
- Mr Sam Engele, Executive Director, Policy and Cabinet, CMTEDD;
- Mr Ian Cox, Executive Director, Innovation Industry and Investment, CMTEDD;
- Mr Geoff Keogh, Director, Innovation Industry and Investment, CMTEDD;
- Mr Glen Hassett, Director, Innovation Industry and Investment, CMTEDD;
- Ms Kareena Arthy, Deputy Director General, Economic Development, CMTEDD
- Mr Jonathan Kobus, Director, Visit Canberra, CMTEDD;
- Ms Jo Verden, Director, Events, CMTEDD;
- Ms Rachel Stephen-Smith MLA, Minister for Government Services and Procurement;
- Mr Glenn Bain, Executive Director, Procurement ACT, Commercial Services and Infrastructure, CMTEDD;
- Ms Meredith Whitten, Chair, ACT Government Procurement Board;
- Mr Andrew Parkinson, Director, Commercial Infrastructure, Infrastructure Finance and Capital Works, Commercial Services and Infrastructure, CMTEDD;
- Mr Dave Purser, Director, Goods and Services Procurement, Procurement ACT, Commercial Services and Infrastructure, CMTEDD
- Mr Chris Steel MLA, Minister for Community Services and Facilities;
- Mr Garry Gordon, Director, ACT Property Group, Property and Venues, Commercial Services and Infrastructure, CMTEDD;
- Mr Geoffrey Rutledge, Deputy Director-General, Sustainability and the Built Environment, EPSDD;
- Mr Ben Ponton, Director-General, EPSDD;

- Mr Daniel Bailey, Executive Director, Property and Venues, Commercial Services and Infrastructure, CMTEDD

WEDNESDAY 7 NOVEMBER 2018

- W Mr Gordon Ramsay, Minister for Business and Regulatory Services;
- Mr Dave Peffer, Deputy Director-General, Access Canberra, CMTEDD;
- Mr Ben Green, Acting Director, Regulatory, Solutions and Compliance, Access Canberra, CMTEDD;
- Ms Vanessa Morris, Senior Manager, Building Policy, EPSDD;
- Mr Ben Ponton, Director-General, EPSDD;
- Mr Greg Jones, Director, Workplace Protection, Access Canberra, CMTEDD;
- Mr Josh Rynehart, Director, Customer Coordination, Access Canberra, CMTEDD;
- Mr Gordon Ramsay, Minister for the Arts and Cultural Events;
- Ms Harriet Elvin, CEO, Cultural Facilities Corporation;
- Ms Kareena Arthy, Deputy Director General, Economic Development, CMTEDD

APPENDIX B – QUESTIONS TAKEN ON NOTICE/ QUESTIONS ON NOTICE

Questions taken on Notice – 5 November 2018

No.	Hearing date	Asked by	Directorate/ Portfolio	Subject
1	5/11/18	Hanson	Treasurer	When Treasurer first became aware of delays in Gundaroo Drive project?
2	5/11/18	Hanson	Treasurer	When was Treasurer advised that Gundaroo Drive project was to be audited?
3	5/11/18	Coe	Treasurer (referred to Planning)	Status of Kingston railway station upgrades
4	5/11/18	Milligan	Treasurer	Most common complaint on GIO Stadium match day experience and could it be improved?
5	5/11/18	Coe	Treasurer	How many meetings has the light rail steering committee had?
6	5/11/18	Coe	Treasurer	Exact date steering committee informed light rail project was running late.
7	5/11/18	Coe	Treasurer	How will the final level of monthly availability payments for light rail be communicated to the public?
8	5/11/18	Coe	Treasurer	Does the constructor have equity in the light rail consortium?
9	5/11/18	Le Couteur	CMTEDD	Are there any other proposals within directorates to use participative budgeting?
10	5/11/18	Le Couteur	CMTEDD	Is Better Suburbs for TCCS going to have a participatory budgeting element?
11	5/11/18	Coe	CMTEDD	Why has the notified value of the contract for the creative services panel gone from $30 million to $50 million?

No.	Hearing date	Asked by	Directorate/ Portfolio	Subject
12	5/11/18	Coe	CMTEDD	Why did the value of the creative services panel increase following the execution date of the panel?
13	5/11/18	Coe	CMTEDD	Did the Chief Minister authorise this increased expenditure on the creative services panel?
14	5/11/18	Coe	CMTEDD	Regarding expenditure on the creative services panel what amount has gone through the campaign reviewer and what amount has not?
15	5/11/18	Hanson	EDD	Can you supply a fuller summary of what the Commissioner for International Engagement does?
16	5/11/18	Coe	EDD (redirected to Health)	What is the budget for Healthy and Active Living? How many people work on it?
17	5/11/18	Coe	EDD	Is the Healthy and Active Living budget bigger than Study Canberra's budget?
18	5/11/18	Cheyne	EDD	Did we do any surveys about how many Canberrans were aware that we had received the Lonely Planet accolade?
19	5/11/18	Wall	EDD	Has Protiviti been engaged for any work within CMTEDD outside the Floriade audit and work on the Skills Canberra budget?
20	5/11/18	Wall	EDD	For Nightfest ticket sales, what is the breakdown for local purchasers versus visitors?
21	5/11/18	Coe	Procurement Board	Why were the Riverview development contracts not on the radar of the Procurement Board?
22	5/11/18	Coe	Procurement Board	The role of the Procurement Board in relation to the Dickson Tradies Club land swap and what they are doing about the Auditor-General recommendations made to the Procurement Board?

No.	Hearing date	Asked by	Directorate/ Portfolio	Subject
23	5/11/18	Coe	Procurement Board	What is the role of the Procurement Board in relation to land purchases, and specifically the Riverview development?
24	5/11/18	Le Couteur	EPSDD	Who is on the Woden community facilities working group?
25	5/11/18	Hanson	EPSDD/CMTEDD	What happened to 2017 funding for work on a coordinated community facilities booking system?

Questions taken on Notice – 7 November 2018

No.	Hearing date	Asked by	Directorate/ Portfolio	Subject
1	7/11/18	Cody	EPSDD	Breakdown of EPSDD staff profile: casual/part-time/full-time; gender, aboriginal and Torres Strait Islander, disability (see transcript for full list)
2	7/11/18	Hanson	Arts ACT	The number of arts residencies provided by each of the 5 participating organisations and for what.
3	7/11/18	Le Couteur	Arts ACT	Update on energy efficiency upgrades in the five arts facilities provided for in the budget.

Questions on Notice – 5 November 2018

No.	Hearing date	Asked by	Directorate/ Portfolio	Subject
1	5/11/18	Milligan	Treasurer	GIO Stadium
2	5/11/18	Milligan	Treasurer	Manuka Oval
3	5/11/18	Milligan	Treasurer	Stromlo
4	5/11/18	Le Couteur	Community Services and Facilities	Peppercorn rents

No.	Hearing date	Asked by	Directorate/ Portfolio	Subject
5	5/11/18	Wall	Tourism And Special Events	Events ACT staff
6	5/11/18	Wall	Tourism And Special Events	Events ACT staff training
7	5/11/18	Wall	Trade, Industry and Investment	Local Industry Participation Policy
8	5/11/18	Wall	Trade, Industry and Investment	Local Industry Advocate
9	5/11/18	Cody	Chief Minister	CMTEDD Staff
10	5/11/18	Coe	Chief Minister	Operating Statement
11	5/11/18	Coe	Chief Minister	Director of Territory Records
12	5/11/18	Coe	Govt Services and Procurement	Procurement complaints
13	5/11/18	Coe	Govt Services and Procurement	Compliance with requirements for value of contracts on notifiable contracts register
14	5/11/18	Coe	Govt Services and Procurement	Conflict of interests in procurement
15	5/11/18	Coe	Govt Services and Procurement	Contractor Central contractors
16	5/11/18	Coe	Govt Services and Procurement	Contractor Central guidelines or protocols
17	5/11/18	Coe	Govt Services and Procurement	Contractor Central savings and spending
18	5/11/18	Coe	Govt Services and Procurement	Contractor Central timeline
19	5/11/18	Coe	Govt Services and Procurement	Contractor Central auditing, tracking and reporting

No.	Hearing date	Asked by	Directorate/ Portfolio	Subject
20	5/11/18	Coe	Govt Services and Procurement	Contracts Register
21	5/11/18	Coe	Govt Services and Procurement	e-tendering
22	5/11/18	Coe	Govt Services and Procurement	Linking contracts and invoices
23	5/11/18	Coe	Govt Services and Procurement	Notifiable invoices register
24	5/11/18	Coe	Govt Services and Procurement (redirected to SLA)	Riverview contracts
25	5/11/18	Coe	Govt Services and Procurement	Whole of Government procurement compliance
26	5/11/18	Coe	Govt Services and Procurement	Whole of Government procurement
27	5/11/18	Coe	Govt Services and Procurement	Procurement Board follow-up
28	5/11/18	Coe	Govt Services and Procurement	Procurement Board proposals considered
29	5/11/18	Coe	Tourism and Special Events/CM	Lonely Planet advertising spend
30	5/11/18	Coe	Chief Minister	UC hospital advertising spend
31	5/11/18	Coe	Chief Minister	Centre of Data Excellence
32	5/11/18	Coe	Chief Minister	Health data
33	5/11/18	Coe	Chief Minister	City Deals
34	5/11/18	Coe	Chief Minister	Review of *Land Titles Act*

No.	Hearing date	Asked by	Directorate/ Portfolio	Subject
35	5/11/18	Coe	Chief Minister	Behaviourally informed service and program design
36	5/11/18	Coe	Treasurer	Capital Works budget
37	5/11/18	Coe	Treasurer	Courts Project
38	5/11/18	Coe	Treasurer	Light Rail
39	5/11/18	Coe	Treasurer	Service Delivery Model
40	5/11/18	Coe	Trade, Industry and Investment	Business feedback
41	5/11/18	Coe	Trade, Industry and Investment (redirected Tourism)	Flights between Hobart and Canberra
42	5/11/18	Coe	Trade, Industry and Investment	Innovation spending
43	5/11/18	Coe	Trade, Industry and Investment	Staffing and Study Canberra

Questions on Notice – 7 November 2018

No.	Hearing date	Asked by	Directorate/ Portfolio	Subject
1	7/11/18	Cheyne	Regulatory Services	Traffic infringements
2	7/11/18	Cody	Arts and Cultural Events	Arts ACT Staffing
3	7/11/18	Dunne	Arts and Cultural Events	Arts Engagement
4	7/11/18	Dunne	Arts and Cultural Events	Cultural Facilities Corporation

No.	Hearing date	Asked by	Directorate/ Portfolio	Subject
5	7/11/18	Dunne	Arts and Cultural Events	artsACT ANU funding